CSSAMO STAMIS
SYMBOL (AIT II) MAINTENANCE PROCEDURES

Contact Symbol Support Center toll free number 877-802-1907 for both CONUS and OCONUS (plus country calling code).

Identify yourself as Army AIT STAMIS user. Covered STAMIS' are: SAMS, SARSS, SAAS, SPBS, PM J-AIT, MC4, TC-AIMS, ULLS, DAMMS, TAMMIS, CAISI and CTASC.

Request Return Material Authorization (RMA) number. Please provide Serial Number and Model Number of failing device.

Symbol will determine if equipment is under warranty or not. This procedure is transparent to you, the user. Funds have been provided for STAMIS equipment that is out of warranty.

In either case, Symbol will provide RMA number with shipping instructions and other pertinent information about your failing device(s).

The unit will pay for shipment to factory for repair of equipment out of warranty. Symbol will pay return shipping on out of warranty equipment; however, for equipment still in warranty, Symbol will pay for shipment both ways.

If there are any questions for maintenance of any STAMIS equipment repair, the **PM J-AIT POCs** are:
   Beth Rinker (703) 339-4400 x 105, beth.rinker@us.army.mil
   Jay Gulati (703 339-4400 x109, jagjit.gulati@us.army.mil

Portable Data Terminal 72XX 1D/2D

Z4M Desktop Bar Code Printer

| TOTAL RFID SOLUTIONS |

NON-CSSAMO
SYMBOL (AIT II) MAINTENANCE PROCEDURES

Two ways to order Symbol maintenance:

1. Per Incident Maintenance – You may use two methods:
    a. Credit Card Purchase
        ▪ Call Symbol Support Center, toll free 877-802-1907, and provide, Model #, Serial Number (SN), and Per Incident CLIN cost
        ▪ Request RMA number
        ▪ Symbol E-mails RMA number to user
        ▪ User fills out credit card information on RMA form
        ▪ User sends equipment and RMA form to repair facility
        ▪ Symbol bills credit card
    b. Delivery Orders
        ▪ Prepare Delivery Order (SF1449/DD1155) containing information about failing device. Go through normal ordering process. Provide Model #, SN, CLIN #s, and description of problem
        ▪ DD250 will be prepared by Symbol after completion of services and is sent to the user activity for acceptance

2. Monthly Maintenance
    ▪ Prepare Delivery Order (SF1449/DD1155) for monthly maintenance support
    ▪ Collect all SNs of all equipment to be repaired
    ▪ Symbol verifies that equipment is ordered from the AIT II contract
    ▪ Buy CLINs desired at prices listed in Section 4 of the Symbol Ordering Guide
    ▪ Symbol will prepare DD250 for user acceptance of monthly maintenance
    ▪ Symbol POC for assistance in preparing monthly Delivery Orders:
      Mr. Peter Paradiso, 201-678-8131, paradis1@symbol.com

Things to consider:
- The easiest way to order maintenance is with a credit card
- If not ordering with a credit card, maintenance must be obtained by submitting Delivery Order (SF1449)
- To find per incident and monthly prices for ordering maintenance follow these steps:
    – Go to PM J-AIT Web site: http://www.eis.army.mil/ait/
    – Click on Contracts section, AIT II, Ordering Guide
    – Under table of contents
        - Select Master CLIN List
        - Page down to Maintenance Support Section
        - Select correct CLIN, use EA price for per incident
        - Use MO price for monthly